

## **Respond: Homeless Service Manager** **(<https://www.activelink.ie/node/109312>)**



**Respond is one of the largest housing associations in Ireland, providing social housing and homeless services. Our vision is that 'every family and individual in Ireland will have high- quality housing as part of a vibrant and caring community'. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.**

*Respond is committed to equal employment and growing a diverse workforce. If you do not "tick every box" there are likely other valuable attributes and skills that you have, that would make you a great fit for the organisation. We welcome applications from people of all cultures, nationalities, genders and from anyone who has historically faced social exclusion. If you feel this role is for you, then please apply.*

### **Role: Homeless Service Manager**

**Location: St. Lawrence's Road, Clontarf, Dublin 3**

**Reporting to: Co-ordinator of Homeless Services**

**Terms: Permanent, full-time, 39 hrs p/w**

**(9am-5.30pm Mon-Thurs & 9am-4.30pm Fri)**

**Salary Range: €50,000- €53,000 (depending on experience)**

**Job Purpose:** To lead, manage and deliver the homeless service which Respond provides at St. Lawrence's Road Clontarf. Ensuring the efficient operation and provision of support to service users residing at the service. With a strong emphasis on implementing and championing a housing-led and trauma-informed approach in the service. Respond is committed to trauma-informed practices, embedding the principles of collaboration, diversity, respect, and trust in all aspects of our work.

### **Core Duties and Responsibilities:**

- Day-to-day management of Respond homeless service (flexibility in working hours, including availability to work evenings, weekends, and public holidays as needed to ensure smooth running of the service).
- Supervise and support a team, ensuring they work from a housing-led and trauma-informed approach and responses.
- Ensure compliance and adherence to NQSF framework.
- Provide ongoing support and development in housing-led and trauma-informed practices.
- Foster a collaborative team environment that values diversity, respects all team members, and builds trust.
- Develop a positive relationship with Respond stakeholders and act as a Respond ambassador.
- Have overall responsibility for the co-ordination and carry out of assessments and allocations for all vacancies in the service.
- Monitor and proactively manage occupancy charge payments and minimise arrears issues.
- Have overall responsibility, monitor and manage maintenance related issues for the service, liaise with building contractor(s) and suppliers as required with the support of Respond technical team as and when required.
- Work as part of a multi-disciplinary team liaising on a daily basis with internal and external clients and agencies.
- Build relationships and represent Respond to various external bodies, groups and agencies. Including community, statutory and private bodies.
- Assist with development of policies and procedures.
- Adhere to professional boundaries and work in a professional manner at all times.
- Complete accurate written records and/or reports where necessary.
- Handle enquiries, liaising with outside agencies where necessary with a view to further develop the service.
- Responsible for the general upkeep of the service.
- Manage and maintain service budget.

- Coordinate, attend and participate in staff meetings and staff training.
- Identify and pursue initiatives that support the activities in the centre.
- The development of staff management and support systems including: Staff recruitment, induction, training and development.

## **Main Activities:**

- Ensure the team are maintaining professional records of work with the services users and the work of the project including but not limited to updating the PASS system.
- Update when appropriate the Pathway Accommodation & Support System (PASS).
- Ensure staff run in-house programmes including: time management, money management, cookery classes, nutrition, employment support, personal development, health and beauty, child development.
- Ensure the safety and security of all service users, employees, volunteers and the service.
- Ensure all financial accounts are kept updated including petty cash.
- Ensure high quality of service user facilities with a positive and Trauma informed environment.
- Participate in on call on a rotational basis, providing 24 hour support to services.
- Contact Gardaí and utilize panic buttons where appropriate.
- Carry out and report security checks, including property checks, occupancy checks and room checks.
- Any other duties that may be assigned from time to time.

## **Person Specification:**

The candidate must have proficient knowledge and proven experience in the following areas:

- Working knowledge of child protection and safeguarding vulnerable adults.
- Experience of co-ordinating and developing social projects ideally in the field of social care or social exclusion.
- Experience in property and facilities management and maintenance is highly desirable.
- Proficiency in using standard office software (Microsoft Office Suite: Word, Excel, PowerPoint, Outlook).
- Familiarity with digital communication tools and platforms (e.g. Microsoft Teams, Zoom) for virtual meetings and collaboration.
- Experience with systems such as Pathway Accommodation & Support System (PASS) or other relevant databases.

## **Qualifications:**

- Requires undergraduate degree level in Social Care/Social Science/Applied Social Studies or related discipline i.e. addiction, social work, psychology.

## **Personal Attributes:**

The candidate must also demonstrate the following personal attributes:

- Experience at middle management level (min 3-5 years).
- An understanding of social issues relating to the area of community development, housing and social exclusion.
- Demonstrate confidence and Trauma responses in dealing with service users.
- Be outgoing, self-motivated, relaxed and enthusiastic & flexible.
- Ability to demonstrate leadership and organisational skills.
- Experience of working with budgets and targets.
- Excellent communications and interpersonal skills.
- An ability to act as an internal and external ambassador on Respond issues.
- A full driver's licence and full use of a car is beneficial.

**Applications should be submitted by clicking [here](https://api.occupop.com/shared/job/homeless-service-manager-57a37) (<https://api.occupop.com/shared/job/homeless-service-manager-57a37>) on or before the closing date of 19th July 2024.**

## **Region**

Clontarf, Dublin 3

**Date Entered/Updated**

2nd Jul, 2024

**Expiry Date**

19th Jul, 2024

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**Source URL:** <https://www.activelink.ie/vacancies/community/109312-respond-homeless-service-manager>